

To Whom It May Concern:

I am completely opposed to the merger between AT&T and T-Mobile for a variety of reasons.

- 1. Reduced customer care quality.** As a previous AT&T customer and now a T-Mobile customer I can say customer service is many, many times better with T-Mobile.
- 2. Higher prices.** T-Mobile has many lower priced options than AT&T. For example, I could bring a GSM handset into a non-contract T-mobile plan and pay \$29/month for 500 voice minutes. Some of their plans offer \$10 unlimited data whereas AT&T charges \$15 for just 200MB/month and \$25 for 2GB/month. T-Mobile has also offered various “freebies” while I have been a customer with no strings attached, such as 3 months of free data and a year of a free extra line.
- 3. AT&T service restrictions.** AT&T has tight restrictions requiring certain data plans for smartphones. There is no option to use a smartphone without a data plan for example. Another example is AT&T will not allow you to use an Apple iPhone on a prepaid plan, such as if you need temporary service. When I bring one of those phones to T-Mobile I am not subjected to these obnoxious rules and fees.
- 4. AT&T has a bad track record with mergers/buyouts.** I was previously with a carrier, Cellular One, that got bought by AT&T and I immediately lost many features from my cellular plan. AT&T customer service required that I sign onto a much more expensive contract. They were not willing to compromise and I found myself switching carriers. This will undoubtedly happen if they buy T-Mobile; especially the many customers who are on a lower cost no-contract plan.
- 5. GSM monopoly.** The merging of two national GSM carriers will mean there is no longer a choice of which carrier you can use. Since GSM is a heavily used worldwide standard, this means people who travel and want to use GSM world phones will be forced to use AT&T. As a sole GSM carrier, certainly AT&T’s rules and restrictions will only get worse.

Thank you for your time,
Joshua Resch